



Law Enforcement Guidelines

Law enforcement officials and other government agencies sometimes request information from Citrix Systems, Inc. (“Citrix”) about our customers’ use of Citrix services. These Guidelines are designed to let our customers and law enforcement agencies know how Citrix will handle those requests from law enforcement agencies.

These Guidelines are not for the use of, and do not apply to, requests for information from private parties, including civil litigants and criminal defendants. More general information about Citrix’s terms and policies is provided in our [End User Services Agreement](#) and [Privacy Policy](#). Citrix may update or change these Guidelines as necessary in the future without further notice. The current version will be posted at www.citrix.com.

ABOUT CITRIX

Citrix is powering a better way to work with unified workspace, networking, and analytics solutions that help organizations unlock innovation, engage customers, and boost productivity, without sacrificing security. With Citrix, users get a seamless work experience and IT has a unified platform to secure, manage, and monitor diverse technologies in complex cloud environments.

INFORMATION AVAILABLE FROM CITRIX

Citrix collects and stores non-public user information in accordance with our [End User Services Agreement](#). In general, Citrix stores account owner and user content and non-content data. Non-content data may include basic subscriber information, payment history, and certain user and account activity information (“Non-Content Data”). Customer content is any data uploaded to a customer’s account for storage or data in a customer’s computing environment to which Citrix is provided access in order to perform services (“Customer Content”).

Citrix can only provide information insofar as Citrix still possesses the requested information pursuant to its data retention policies. The length of time data is retained varies based upon the Citrix product/service, the type of information, and actions of the user.

For more information regarding Citrix products and services, see www.citrix.com.



LAW ENFORCEMENT REQUESTS FOR INFORMATION

Generally, Citrix's [End User Services Agreement](#), [Privacy Policy](#), and U.S. law, including the Electronic Communications Privacy Act, or "ECPA," 18 U.S.C. § 2701, *et seq*, govern Citrix's ability to access and/or disclose Non-Content Data and Customer Content information to law enforcement, with the exception of emergency circumstances, discussed below. Citrix will review each law enforcement request in light of the legal and regulatory obligations of Citrix and its affiliates, including the ECPA and data privacy statutes and regulations. Citrix can only disclose Non-Content Data to law enforcement in response to valid legal process, such as subpoenas, court orders, and/or search warrants. Citrix will only provide stored Customer Content of any account in response to a search warrant issued upon a showing of probable cause or other order of sufficient legal scope and authority.

Requests for information should be as specific and narrow as possible. Since there are a range of Citrix products and services, and a single search across all of these products and services is not possible, **a request for information must identify the Citrix service to which the request applies.**

HOW CITRIX HANDLES LAW ENFORCEMENT REQUESTS

When we receive legal process, we analyze it to determine if **it complies with the law**. If it does not, we will contact the requesting entity and let them know. Also, if a request appears to us to be overly broad, vague, or otherwise problematic, **we will seek agreement to narrow the request**. Citrix cannot respond to unlawful or invalid requests, and **we will challenge** any request we believe is unlawful or invalid.

Citrix may disclose information that is identified with sufficient particularity, that is requested through valid legal process, and that we are reasonably able to locate and retrieve. We will only produce information if we believe based on reasonable judgment that the information is responsive to the legal process.

PROVIDING REQUESTS FOR INFORMATION TO CITRIX

Law enforcement agencies should send legal process to the dedicated email address lawenforcement@citrix.com, which is the most efficient way to communicate that legal process to Citrix. This email address **is for law enforcement and government officials only**, and the request must be sent from the official email address of the law enforcement agency making the request. Law enforcement and government officials may also use this email address for questions to Citrix about these Guidelines, though it is important to recognize that Citrix cannot provide legal advice to such officials.



Please allow at least two weeks for Citrix to respond to your request. Citrix may need additional time to respond to certain requests. In these cases, we will notify you and request additional time to prepare our response.

Citrix will also accept service of criminal legal process from law enforcement by U.S. mail and overnight courier services at the following address:

Citrix Systems, Inc.
c/o Legal Department
15 Network Drive
Burlington, MA 01803

Accepting legal process in this manner does not waive any objections that Citrix may have to the request. Emails to the lawenforcement@citrix.com e-mail address from any private person or entity or non-governmental e-mail address will not receive a response.

USER NOTICE

Citrix respects its customers' rights and privacy. Upon receipt of valid legal process, and before production of the requested information, Citrix's policy is to **notify an affected customer that a request for information has been made** and to provide them a copy of the process underlying the request. Notification allows our customers to challenge the request for information in court or with the requesting agency, if necessary. Where possible, we strive to give customers 7 days between the time of notification and production of the requested information, though that may vary from case to case.

There are exceptions to customer notification, which may include:

- When we are **prevented from notifying our customer because of a court order, statute, or other legal limitation** (which does *not* include a mere request to keep a subpoena or other legal process confidential). Should customer notification be precluded under this exception, Citrix will endeavor to obtain a waiver that would allow it to provide notification.
- In rare cases involving the **danger of death or serious physical injury** to any person,
- When we have reason to believe that the **customer may not get the notification** (such as if we have reason to believe the account has been compromised), or
- When we have a **clear indication** that a customer is using Citrix's products and services for **criminal activity**.



PRESERVATION REQUESTS

Citrix will preserve account records and information, to the extent available, upon receipt of a formal preservation request from law enforcement in accordance with 18 U.S.C. § 2703(f). Upon receipt, we will attempt to preserve available account information associated with any properly identified user consistent with our legal obligations.

All preservation requests must comply with the general requirements for requests discussed above. Please note that, for Podio accounts, Citrix cannot preserve Customer Content without either blocking user access or requesting user permission to access the Podio account.

EMERGENCY SITUATIONS

Citrix may disclose Non-Content Data or Customer Content information to law enforcement without a subpoena or warrant when we believe that doing so is necessary to prevent death or serious harm to an identifiable individual. We require emergency requests to be in writing and to include all available information to assist us in evaluating the urgency of the request. Though a government agency may not compel Citrix to produce information without written legal process, Citrix may choose to do so if it determines that an emergency situation exists.

NOTE: Citrix customers aware of an emergency situation should contact local law enforcement officials for assistance. Citrix will only produce information to law enforcement (not private citizens) in an emergency.



BUSINESS RECORDS CERTIFICATION AND REQUESTS FOR TESTIMONY

Productions to law enforcement may be accompanied by a signed Business Records Certification, which should eliminate the need for the testimony of a custodian of records. If you require a Business Records Certification, please note that in your request.

REIMBURSEMENT

Citrix may seek reimbursement for costs associated with responding to law enforcement requests for information, particularly if the costs incurred are the result of responding to burdensome or unique requests.

REQUESTS FOR INFORMATION MAINTAINED OUTSIDE THE U.S. OR FROM LAW ENFORCEMENT OUTSIDE THE U.S.

Citrix will respond to valid legal process from law enforcement in the United States when required by law and subject to the conditions described herein, including in situations when Citrix maintains the relevant data outside of the United States.

Citrix may also be obligated to respond to certain law enforcement requests from foreign jurisdictions subject to executive agreements with the United States. In the absence of an applicable executive agreement, foreign law enforcement officials wishing to request information from Citrix may use the appropriate formal legal mechanisms such as a mutual legal assistance treaty (MLAT) or letter rogatory.

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